

### **Q3 - Quarterly Complaints Report:** October to December 2020

This report sets out our complaint's performance during October to December 2020, which saw the number of formal complaints received (including Expressions of Dissatisfactions), decline by **2.85%**, from the last quarter.

Although we have seen a slight decline in the volume of complaints this quarter, the numbers received are still higher than we have previously experienced. Due to the Government restrictions to prevent the spread of COVID-19, the majority of our staff continue to work at home. Apart from some restrictions with our responsive repairs service, Rosebery has continued to offer a 'business as usual' experience to our customers.

However, due to the Government's COVID-19 restrictions and some staff having to manage childcare whilst working from home, this has presented a number of challenges to keep all our service standards as set out in our 'Customer Offer'. In some cases, there have been delays and we have not responded to service requests within target time, which has led to complaints being received. Internal changes have been made, so we are better able to manage these requests, to meet customer expectations.

<b>Performance Indicator</b>	<b>October</b>	<b>November</b>	<b>December</b>
Number of expressions of dissatisfaction (EOD) received	0	2	2
% of EOD's responded within our target of five working days	N/A	100%	100%
Number of EOD's escalated to a formal complaint	N/A	0	0
Number of formal complaints received	16	9	5
% of formal complaints acknowledged within our target of two working days	100%	100%	80%
% of formal complaints responded within our target of 10 working days	81.3%	100%	N/A All complaints currently being investigated within timescale

<b>Performance Indicator</b>	<b>October</b>	<b>November</b>	<b>December</b>
Reasons for formal complaints	Comms – 7 Staff conduct – 4 Repairs -1 Leasehold – 1 Estates – 1 Major works – 1 Income – 1	Comms -2 Staff conduct – 5 Income -1 Gas -1	Comms – 1 Repairs -1 Estates – 1 Gas - 2
Number of formal complaints escalated to stage 2, of our complaint’s procedure	0	1	N/A
Informal enquiry received from Housing Ombudsman	0	0	0
Compliments received	5	0	7